



Student Catalog

UNITED BICYCLE INSTITUTE

ASHLAND OREGON

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CATALOG EFFECTIVE DATES: 1/1/2026– 12/31/2026

United Bicycle Institute's Mission Statement

United Bicycle Institute (UBI) provides training in bicycle mechanics for students at all levels of skill and knowledge in an inclusive and supportive hands-on environment that honors diverse learning styles. We seek to inspire confidence, self-sufficiency, and the highest standards of professionalism and excellence in our students, from enthusiasts to professional. Our curricula will stay current with the latest in bicycle technology, from our most basic courses, to the advanced trainings we offer for the experienced bicycle mechanics.

Welcome to UBI

This Student Catalog is designed to acquaint you with UBI, its facilities, its curriculum, and its academic and classroom policies. Please read this catalog carefully. When you enroll, you will be asked to sign a statement that you have read and will abide by the policies described in the Student Catalog.

ABOUT UBI: United Bicycle Institute, Inc., founded in 1981, is a private career school licensed by the Oregon Higher Education Coordinating Commission. UBI is owned by Ron and Denise Sutphin. Ron Sutphin is the President of the school. Denise Sutphin is UBI's Corporate Secretary and Administrator. Amy Korver is Administrative Assistant.

United Bicycle Institute's administrative office and classrooms are located at the following address:

United Bicycle Institute
401 Williamson Way
Ashland, OR 97520

Students may contact UBI as follows:

United Bicycle Institute
401 Williamson Way
Ashland, Oregon, 97520

Phone: 541-488-1121 Fax: 541-488-3485 Email: ask@bikeschool.com
Website: www.bikeschool.com

Facebook: www.facebook.com/unitedbicycleinstitute

Instagram: www.instagram.com/unitedbicycle

UBI STAFF: UBI employs instructors who have significant and diverse professional experience in the bicycle industry. Current instructors include Ron Sutphin, Zachary Wood, Peter Barson, and Amy Korver. Classroom assistant is Riley Sutphin. All UBI staff has complied with and met the fingerprint-based criminal background verification requirements of **OAR 715-045-0003**.

United Bicycle Institute is licensed as a Private Career School by the Oregon Higher Education Coordinating Commission. The Commission may be contacted at:

Oregon Higher Education Coordinating Commission
Private Career Schools Licensing Unit
3225 25th Street SE
Salem, OR 97302
Voice: 503-378-5690
Contact: Info.HECC@state.or.us
Web: www.oregon.gov/HigherEd/

Facilities and Lodging

UBI's campus features state-of-the-art classrooms. Ashland's 4,500 square foot building includes two mechanics classrooms. Every custom designed student workbench is equipped with a complete selection of the best professional-grade tools from the leading tool manufacturers in the bike industry, including advanced frame alignment tools, cutting tools, torque wrenches, and spoke tension meters. UBI's mechanics classroom is equipped with Smart board audio visual technology. The campus also provides both road and mountain bicycles for classroom use. The UBI campus is ADA-compliant, and offers onsite parking for cars and covered parking for bicycles. Student to teacher ratio is 8:1.

Lodging

UBI does not provide lodging for students. The school maintains a list of lodging options on the school website, including a low-cost hostel that caters to UBI students.

It is illegal to camp in public spaces and public rights of way (i.e., on the streets) in Ashland. UBI does not permit camping on the grounds of the campus. Prospective students are encouraged to contact the school if they have questions about lodging.

UBI Admission Policies

All UBI classes are filled first come, first served. UBI must receive a signed, written enrollment agreement by internet, mail, or fax, with the required registration fee(s), in order for a student's enrollment to be valid. Registration fees must be paid within 14 days of applying for class(es). No enrollment will be processed via telephone. Enrollment agreements for minors must be signed by a parent or legal guardian and include proof of age (see Age Requirements below).

The student should not consider a registration valid until he or she receives an email or written acknowledgement of the registration from UBI. A student will typically receive an email acknowledgement of registration acceptance within 48 hours of registering. If a class is full, students may choose to be placed on a waiting list for the class. In this case, no registration fee is charged unless a spot opens in the class and the waitlisted student elects to proceed with enrollment.

Age Requirements

UBI requires that students be at least 15 years of age to enroll in the Introduction to Bicycle Maintenance classes and 16 years of age to enroll in any other mechanics class. Age eligibility will be determined by the student's age on the first day of the scheduled class. Proof of age must be submitted at time of signing the enrollment agreement. Approved documentation accepted by UBI is any government-issued identification (driver's license, passport, etc.) or secondary school identification (if it indicates date of birth).

Non-discrimination Policy

UBI does not discriminate in any manner contrary to law on the basis of race, color, gender, sexual orientation, age, religion, disability, marital status, veteran's status, or national origin, as defined in ORS 659.850, in its educational programs or activities, including employment, admissions, and classroom instruction. The school's policies governing employees will be enforced in situations where instructional staff or other school personnel have been found to have engaged in discriminatory behavior. Any person unlawfully discriminated against, as described in ORS 345.240, may file a complaint under ORS 659A.820 with the Commissioner of the Bureau of Labor and Industries.

Prerequisites and prior learning credit

No prior experience, education, educational certificate or degree is required for admission to UBI, except where specified in the prerequisites for the Advanced Certification Seminar Week and Continuing Education Seminars (see page 18).

No credit or other consideration is given for prior learning. **Veterans only:** Any student receiving GI Bill® education benefits while attending UBI is required to obtain transcripts from military training and all previously attended schools and submit them to the school for review of prior credit.

Tuition and Fees

The registration fee is an administrative fee charged by UBI to enroll a student in an open spot in a class. The registration fee required with the enrollment agreement should not be construed as a deposit against tuition. Tuition is the money charged by UBI to actually provide instruction to the student. UBI tuition includes instruction, the United Bicycle Institute Student Catalog, textbook(s) and other written instructional materials, as well as use of UBI facilities, tools and bicycles. Students are not required to bring bicycles or their own tools to class.

Payment of all registration fees is required at the time of submitting application. If a student has applied for a class(es) and has not paid the registration fee within 14 days of applying, the student will be administratively removed from the class(es) they applied to. Tuition is not due until the first day of class, although it may be paid in advance. UBI maintains a secure on-line tuition payment system on its website for those who wish to make advance payments toward tuition.

The registration fee is refundable only in very limited circumstances. However, tuition paid in advance of the class is refundable, in full, provided the student cancels or transfers before class begins. These policies are outlined in Cancellation and Transfer Policy, p. 9.

Tuition and registration fees are payable in U.S. funds only. They may be paid by cash, check, money order, or the following credit cards: Visa, MasterCard, Discover, or American Express.

The following chart displays the current tuition rates and registration fees for UBI classes as per OAR 715-045-0019(15)(b). There are no additional fees for printed class materials.

Mechanics	Reg. Fee	Tuition	Total
Introduction to Bicycle Maintenance	\$250.00	\$ 1,250.00	\$1,500.00
Professional Repair and Shop Operation	\$250.00	\$2,550.00	\$2,800.00
Advanced Certification Seminar Week	\$200.00	\$1,800.00	\$2,000.00
Certified Advanced Wheel Building*	\$100.00	\$ 900.00	\$ 1000.00
Certified Suspension Technician*	\$100.00	\$ 900.00	\$ 1000.00
Home Mechanic Intro to Wheel Building	\$ 50.00	\$ 250.00	\$ 300.00
Home Mechanic Intro to Hydraulic Brakes	\$ 50.00	\$ 250.00	\$ 300.00
Home Mechanic Intro to Suspension Maint.	\$ 50.00	\$ 250.00	\$ 300.00

* Individual classes that comprise the Advanced Certification Week

Class Schedules

Class schedules may be found on the Enrollment Agreement. Classes are not scheduled for weeks that contain the following holidays; New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

Cancellation, Refund and Transfer Policy

You may cancel enrollment prior to the starting date by giving **written** notice to UBI via email, postal mail, or fax. If receipt of your cancellation notice occurs within 5 business days of UBI's receipt of the enrollment agreement, you will receive a 100% refund of all monies paid. If receipt of a cancellation notice occurs after 5 business days of receipt of the agreement, up to the first day of class(es), a refund will be given *minus* the registration fee. In lieu of forfeiture of the registration fee, you may request a one-time transfer of your registration to a future class if the request occurs at least **30 calendar days prior to the start of the cancelled class**, and it must be applied to a class scheduled within one year of the cancelled class. However, if you cancel the second class, the registration fee will be forfeited. Once class(es) have begun, if you withdraw from class(es) prior to completion of 50% of the class, you may be entitled to a prorated refund depending on the day of withdrawal, minus the registration fee. Within 40 days after notification of such cancellation, withdrawal, termination, or completion, a written statement showing allowable charges and total payments received shall be delivered to the student by the school, together with a refund equal in amount to the monies paid to the school in excess of those allowable charges. OAR 715-045-0036(10)(a). UBI's Veterans Refund policy complies with CFR21.4255. In the event that a veteran or eligible person fails to enter course, withdraws or is dismissed at any time prior to completion, the unused portion of tuition and all but \$10 of the registration is refunded on a pro-rata basis.

Withdrawal Policy

Once class(es) have begun, if the student voluntarily withdraws from class(es) prior to completion of 50% of the class, the student may be entitled to a prorated refund of tuition, depending on the day of withdrawal, minus the registration fee. If the student voluntarily withdraws from the class after completing 50% of the class, all fees paid, including tuition, will be forfeited.

To qualify for a pro-rated tuition refund, the student must notify a UBI instructor, Administrator, or President, in writing, of the student's intention to withdraw from class. This notification must be received by UBI by 5:00 pm Tuesday for a one-week class, and by 5:00 pm the first Friday of a two-week class.

Withdrawal Due to Illness, Injury or Family Emergency

If an illness, injury or serious emergency arises that requires a student to withdraw from class, UBI's goal will be to make arrangements that allow the student to complete his or her program of training in a manner that minimizes cost and inconvenience to the student, and fits into UBI's schedule. UBI will work with the student to help them complete the class, either starting them off where they stopped or re-starting the class, depending on where they were in the class when they left. If a student has completed less than 50% of a class, the student will be given a one-time opportunity to restart the class (from the beginning) within one year of the start of the original class. If a student has completed more than 50% of a class, the student will be given the opportunity to continue from the point where they left off in a future class within one year of the start of the original class. UBI reserves the right to request documentation of the illness or emergency.

Conditions for Readmission to UBI

Students who fail to complete a UBI course for other than disciplinary reasons may apply for readmission to the school. In the case of a student who voluntarily withdraws, the student need only reapply using the standard UBI enrollment agreement. If the student withdrew due to an illness or family emergency, the student should request readmission in writing (email, fax or letter). UBI will respond within 10 business days with a proposed plan for the student to complete the program of study (see "Withdrawal Due to Illness, Injury or Family Emergency," above.)

Refunds/Withdrawals – Eligible Veterans

UBI's Veterans Refund policy complies with CFR21.4255. In the event that a veteran or eligible person fails to enter a UBI course, withdraws or is dismissed at any time prior to completion, the unused portion of tuition and all but \$10 of the registration fee is refunded on a pro-rata basis. Refunds will be made within 40 days of the last date of class.

Students with Disabilities

UBI has a commitment to provide reasonable accommodations to students with disabilities, and will not deny admission to any student based on a disability. UBI instructional facilities are ADA compliant.

In order for UBI to adequately accommodate a disability, and to help ensure a student's success, the school requests that students, before they attend class, disclose any disabilities that require accommodation and communicate to UBI suggestions or documentation on how the school could provide reasonable accommodation. **UBI will keep all disclosures of disabilities on the part of students in the strictest confidence.**

If a student with a learning disability requests accommodation for this disability on UBI's written examinations, the school requires the student to provide written documentation of the disability. This documentation must be provided at least 30 days in advance of the class start date. If the student enrolls less than 30 days before the class start date, documentation must be provided at the time of enrollment. Examples of accommodations could include providing a test reader, extra time for written tests, or providing text materials in advance of the student's attendance. UBI will not provide testing accommodations for learning disabilities without adequate documentation.

If UBI believes that the nature of a student's disability will significantly limit the student's capacity to complete the program of study at UBI, the school will notify the student in writing and provide the student options for accommodations or, at the student's option, a tuition refund.

International Students

UBI does not has approval to accept foreign students as of July 1, 2020.

English Proficiency for Non-Native Speakers

All UBI classes are conducted in English, and all testing is written in English. Therefore, English proficiency can be a key component to success at UBI. However, because UBI's classroom instruction is dominantly visual and hands-on, students who are not fluent in English can still complete UBI training successfully. It is UBI policy to offer extra time on written examinations to students for whom English is a second language. UBI does not require students to submit TOEIC or TOEFL scores for admission to the school. However, we can provide guideline scores for those who choose to take one of these tests that will help the student assess whether his or her current English speaking proficiency will be a barrier to success.

Veteran Students

Veterans may attend or participate in registered course(s) of providing the individual submits, to United Bicycle Institute, a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33, no fewer than 60 days before the start of a class. UBI will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement funding from VA under chapter 31 or 33. *38 USC 3679*

UBI Programs

BICYCLE MECHANICS PROGRAM:

Introduction to Bicycle Maintenance – 5 days, 40 clock hours

Course objective is to give student skills necessary to maintain bicycles, and is designed for beginning, home or fleet mechanics. Training in basic skills includes wheel truing, derailleur adjustment, brake adjustment and maintenance, hub, headset and bottom bracket adjustment, overhaul and tune-up procedures. Students who attend all days of instruction will receive a Certificate of Completion.

Professional Repair and Shop Operation – 10 days, 80 clock hours

Course objective is to train students in skills necessary for employment as entry-level mechanics in a retail bicycle shop, and certify the skills of students already employed as mechanics. Training includes maintenance and overhaul procedures for all parts of the bicycle, including brakes, bearings, and wheels, with special emphasis on assembling and repairing bikes to manufacturers' specifications. Additional training includes wheel building, basic suspension fork maintenance, bike fit, frame preparation, and shop service department operations. A UBI Certified Bicycle Technician certification is awarded to students who receive a 75% or greater score on the written test. See *Requirements and Testing Procedures for UBI Certification*, p. 18.

Advanced Certification Seminar Week – 5 days (Seminars may be taken separately). 40 clock hours

Course objective is to train students in skills necessary for employment as a professional bicycle mechanic in a retail bicycle shop, and certify the skills of students already employed as mechanics.

The Advanced Certification Seminar week includes two seminars: UBI/DT Swiss Wheel Building, and Suspension Technician. They may be taken together as a five-day course, or separately.

The two-day UBI/DT Swiss Wheel Building seminar was developed in conjunction with DT/Swiss, a leading manufacturer of spokes, rims and other bicycle components. This seminar leads to a certificate designated "UBI/DT Swiss Certified Wheel Builder." Certification is awarded to students who receive a 75% or greater combined score on

the written test and the practical wheel building test. See *Requirements and Testing Procedures for UBI Certification*, p. 18.

The three-day Certified Suspension Technician seminar awards a "UBI Certified Suspension Technician" certificate. Certification is awarded to students who receive a 75% or greater score on the written test. See *Requirements and Testing Procedures for UBI Certification*, p. 18.

The Advanced Certification Seminar week has a pre-requisite of either 1 year of professional experience as a bicycle mechanic in a shop or successful graduation from an 80-hour professional mechanics class at a licensed bicycle mechanics school.

CONTINUING EDUCATION SEMINARS: UBI teaches a one-day continuing education seminar designed to offer working mechanics additional skill training. The 2026 offering is the FOX Master Tech Clinic.

HOME MECHANIC SEMINARS: UBI teaches three one-day education seminars designed to offer home mechanics additional skill training after our Introduction to Bicycle Mechanics course or for those who already have basic bicycle mechanic skills. **These courses are intended for the home mechanic and are not certification classes.** *These courses are not a substitution for what is taught in our Professional Repair and Advanced Certification classes.* 2026 offerings include the Introduction to Wheel Building and Maintenance, the Introduction to Hydraulic Brake Bleeding, and the Introduction to Suspension Maintenance.

The following chart shows the instructional clock hours for each UBI class:

Class	Clock Hours	Maximum Clock Hours
Introduction to Bicycle Maintenance	40	44
Professional Repair and Shop Operation	80	88
Advanced Certification Seminar Week	40	40
UBI/DT Swiss Advanced Wheel Building	18	18
Certified Suspension Technician	24	24

UBI Academic Policies

Requirements to Receive a Certificate of Completion:

Mechanics Classes:

Introduction to Bicycle Maintenance: Students are required to maintain acceptable class attendance in order to receive a Certificate of Completion. Further, the student must successfully complete each class session to receive a Certificate of Completion on the last day. UBI uses a Pass/No Pass grading system. If a student falls behind or needs to re-submit work listed on the Student Daily Checklist, the student has the opportunity to stay after class up to two (2) hours each on Tuesday and Thursday evenings, for a total of four (4) additional hours to complete the Student Daily Checklist satisfactorily.

Professional Repair and Shop Operation:

Students must correctly perform each hands-on procedure and have an instructor check and sign-off each procedure on the *Student Daily Checklist* (issued to students on the first day of class). Students are held responsible for keeping this form and making it available to instructors at the end of each hands-on session. Students are also required to maintain acceptable class attendance in order to receive a Certificate of Completion.

Every mechanical procedure listed on the Student Daily Checklist will be graded pass/no pass. When a student completes an assigned mechanical hands-on procedure, a UBI instructor will evaluate the results based on accepted industry standards and, where applicable, manufacturer's specifications. UBI uses a Pass/No Pass grading system. An instructor's initials on the sign-off sheet indicate the student has passed the procedure.

Students must have completed 100% of the procedures on the Student Daily Checklist to receive a certificate of completion. If students do not pass a particular procedure on the day it is assigned as a hands-on in class, the student may make up the procedure during an evening session.

If a student falls behind or needs to re-submit work listed on the Student Daily Checklist, the student has the opportunity to stay after class on Tuesday(s) and Thursday(s) for up to an additional two (2) hours per Tuesday and/or Thursday, for a total of eight (8) additional hours to complete the Student Daily Checklist satisfactorily.

At the conclusion of the course, the student must turn in the Student Daily Checklist with all sessions properly signed off by an instructor.

In addition to completion of each hands-on session the student must exhibit the following attributes:

- Students must arrive on time every day and return from lunch and breaks without delay
- Students must exhibit a cooperative "team" attitude while working with bench partners and staff
- Students must exhibit a generally positive work ethic in the classroom and work well with other students and staff.

UBI/DT Swiss Wheel Building Seminar: The student must complete one set (front and rear) of wheels in the allotted time in order to receive a Certificate of Completion. UBI uses a Pass/No Pass grading system. Students are also required to maintain acceptable class attendance in order to receive a Certificate of Completion.

Certified Suspension Technician Seminar: The student must correctly perform each hands-on session and have an instructor check and sign-off each procedure on the *Student Daily Checklist* (issued to students on the first day of class). UBI uses a Pass/No Pass grading system. Students are also required to maintain acceptable class attendance in order to receive a Certificate of Completion.

Notifications of Unsatisfactory Progress in Class

Attendance is very important for successful completion of classes. Students must arrive on time every day and return from lunch and breaks without delay. Student Daily Checklist and attendance will be reviewed by the class instructor(s) after completion of 20 per cent of the course, 40 percent of the course, and 70 percent of the course. If the instructor finds that a student has failed to complete more than 50% of the class assignments at each of those benchmarks the following will occur:

20% - UBI staff will consult with the student and provide counseling on how the student can complete the necessary assigned work.

40% - If satisfactory progress has not been made, the instructor will notify the student in writing that the student is in danger of not receiving a Certificate of Completion, and will counsel the student as to his/her options for continuing or withdrawing from class, including options for tuition refund.

70% - This final review will notify the student of any outstanding class assignments that must be completed before the end of class in order to earn a Certificate of Completion. If the student fails to complete the assignments after this final notification, no Certificate of Completion will be awarded.

Requirements and Testing Procedures for Certification

In certification classes (Professional Repair and Shop Operation and Advanced Mechanic Seminars), in addition to the Certificate of Completion, UBI offers an *optional* written test on the last day of class for those who wish to receive an upgraded certificate titled *United Bicycle Institute Certified Bicycle Technician* (Professional Repair class), *Certified Wheel Builder* (UBI/DT Swiss Wheel Seminar) or *Certified Suspension Technician* (Suspension Technician Seminar). These tests are designed to determine the student's competency in the subject of bicycle mechanics and allow UBI to certify that the student is a proficient mechanic. All UBI written and digital tests are timed, open book/open note.

Every student who completes all assignments as outlined under ***Requirements to Receive a Certificate of Completion*** (page 14) will receive the Certificate of Completion regardless of his or her test performance. Those who take the test and receive a passing score will receive the upgraded certificate. Test results and certificates will be mailed within 10 business days after the last day of class. Results are distributed by postal mail and will also be available through the student graduate area of bikeschool.com. Results will not be available by telephone or email.

Passing requirements are as follows:

Professional Repair and Shop Operation: A student must score 75% or higher on the written examination to receive a *Certified Bicycle Technician* certificate AND complete the ***Requirements to Receive a Certificate of Completion*** (page 15).

Certified Suspension Technician Seminar: The student must score 75% or higher on the written examination to earn a *Certified Suspension Technician* certificate AND complete the ***Requirements to Receive a Certificate of Completion*** (page 15).

UBI/DT Swiss Wheel Building Seminar: To earn a *Certified Wheel Builder* certification the student must receive a score of 70% or greater on the written exam and a score of 75% on each of the two wheels the student has built in addition to completing the ***Requirements to Receive a Certificate of Completion*** (page 15). A passing score of 75% on each wheel includes acceptable tolerances in dish, roundness, lateral true and spoke tension. Students will be provided with a copy of the instructors' wheel evaluation sheet at the beginning of the Wheel Building seminar so they understand the criteria on which evaluation of wheels is based. A score below 70% on the written examination and/or any one wheel score below 75% will result in failure of certification in the Wheel Building seminar.

Test Retakes

Students who do not pass any written examination may request to re-take the examination. Requests must be made in writing by email, fax or post, to the UBI

Administrator within 60 days of the student's receipt of their initial examination score. Retakes may be taken through an official proctoring service or place of higher education such as a community college or university, or may be taken digitally on a computer at a location of student's choice. Proctoring scheduling and fees are the student's responsibility. This policy applies only to written examinations. In the case of the UBI/DT Swiss Wheel Building Seminar, a student may retake the written examination only if the student received a passing score in the student's practical wheel build. If the student failed certification because of the student's wheel build, the entire seminar must be retaken for certification.

Prerequisites and Credit for Prior Learning

The Advanced Certification Seminar week has a prerequisite of either one year of professional experience as a bicycle mechanic in a shop or successful graduation from an 80-hour professional mechanics class at a licensed bicycle mechanics school. Students may satisfy this prerequisite by supplying the name and contact information for the bicycle shop where they were employed, or a copy of their school certification.

A student who does not meet the prerequisite for the Advanced Certification Seminar week may enroll in either Advanced Week seminar as an audit. If a student elects to take the class as an audit, the same registration fee and tuition will be charged as for regular enrollees, but no certification will be awarded under any circumstances.

Credit for prior learning will not be granted in any other UBI courses.

Students' Rights Regarding Their Student Records

The Family Educational Rights and Privacy Act (FERPA) U.S.C. § 1232g; 34 CFR Part 99 affords UBI students certain rights with respect to their education records.

These rights are:

1. The right to inspect and review the student's education records within 45 days of the day UBI receives a request for access. Students should submit to the UBI Administrator written requests that identify the record(s) they wish to inspect. The administrator will make arrangements for access and notify the student of the time and place where the records may be inspected.
2. The right to request the amendment of the student's education records that the student believes is inaccurate or misleading. Students may ask UBI to amend a record that they believe is inaccurate or misleading. They should write the UBI Administrator, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If UBI decides not to amend the record as requested by the student, the school will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception, which permits disclosure without consent, is disclosure to school officials with legitimate educational interests. A school official is defined as a person employed by UBI in an administrative, supervisory, academic, or support staff; a person or company with whom the school has contracted (such as an attorney, auditor, or collection agent); a person serving on the UBI Advisory Board; or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.
4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by UBI to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, S.W.
Washington, DC 20202-4605

Student Grievance Policy

Students wishing to file a grievance over the actions of the school must do so in writing, submitted to the president of UBI. The grievance letter must state **1)** the nature of the grievance; **2)** the date and time the incident occurred (if applicable); **3)** the identity of any UBI staff involved in the grievance (if applicable); and **4)** the requested remedy. Within 10 business days of the school's receipt of the grievance letter, UBI will contact the student to schedule a meeting with the student and the president and/or administrator of UBI, in person or by phone, to discuss the grievance and any remedy that will be granted by UBI. Students aggrieved by action of the school should attempt to resolve these problems with appropriate school officials. Should this procedure fail the student may contact: Oregon Higher Education Coordinating Commission, Private Career Schools, 3225 25th Street SE, Salem, Oregon 97302, phone 503-378-5690. After consultation with appropriate Commission staff, and if the complaint alleges a violation of Oregon Revised Statutes, ORS 345.010 to 345.470 or standards of the Oregon Administrative Rules 715-045-0001 through 715-045-0210, the Commission will begin the complaint investigation process as defined in OAR 715-045-0023 Appeals and Complaints.

Students who believe they have been discriminated against or any person unlawfully discriminated against, as described in ORS 345.240, may file a complaint under ORS 659A.820 with the Commissioner of the Bureau of Labor and Industries, 800 NE Oregon Street, Suite 1045, Portland, OR 97232, phone 971-673-0761.

UBI Classroom Policies

Class Hours

UBI's facility opens at 7:45 am and class start time is at 8:00 AM sharp. Ending time is typically between 5:00 and 5:30 PM. Lunch is typically around 12:00 PM to 1:00 PM, plus or minus a few minutes, depending on where we are in the schedule. Ten to fifteen minute breaks are scheduled throughout the day. The facility closes 15 minutes after class sessions end.

Attendance and Tardiness

The intensive nature and short duration of UBI classes mean that regular attendance is a critical component of student success. Poor attendance jeopardizes the Certificate of Completion.

If a student is consistently tardy, no Certificate of Completion will be awarded. UBI's definition of consistent tardiness is being more than 15 minutes late to class on more than two occasions in a 5-day class, and more than four occasions in a 10-day class.

If a student misses more than one full day of a 5-day class, or more than two full days of a 10-day class without an excused absence, no Certificate of Completion will be awarded.

Excused absences are defined as a student's illness, an injury that prevents a student from attending class, a pre-arranged medical or legal appointment, a transportation delay (missed flight connection, weather-related delay, etc.) or a family emergency. If the length of a student's *excused* absence extends to the point that UBI considers it unlikely for the student to successfully complete the class, the student is welcome to continue with class, but will be given the option to withdraw (see "Withdrawal Due to Illness or Family Emergency," p. 10).

If the length of a student's *unexcused* absence extends to the point that UBI considers it unlikely for the student to successfully complete the class, UBI will consider the student's absence a Voluntary Withdrawal (see "Withdrawal Policy," p. 9).

Violation of Attendance and Tardiness policy, or any other provisions outlined in this Student Catalog, is ground for dismissal from UBI. If a violation occurs, UBI will notify the student verbally, identifying the nature of the violation and the expectations for the student to comply with the regulations in this catalog. If a second violation occurs, the student will be issued a written warning. If a third violation occurs, the student will be immediately dismissed from the remainder of his or her program at UBI.

UBI Student Code of Conduct

Students are expected to conduct themselves in a mature and responsible manner while attending classes at UBI and are considered to be representatives of the school while interacting with our community. We expect students to exhibit respect toward local citizens and laws. During class hours we especially expect students to be serious about their work and focused on the tasks at hand.

The following behaviors are prohibited by UBI's Code of Student Conduct and will result in dismissal from UBI:

- a) Academic dishonesty, including, but not limited to, cheating on written or digital tests or falsifying daily checklists
- b) Furnishing to, or withholding information from, UBI with intent to deceive
- c) Possession, consumption, or furnishing of alcoholic beverages or federally controlled substances, such as marijuana, on UBI property
- d) It is prohibited to be under the influence of alcohol or illegal drugs, including marijuana in any form. Students who exhibit behaviors that appear to have been influenced by alcohol and/or illegal drug use may be subject to disciplinary process. Such behaviors may include, but are not limited to, slurred speech, smell of marijuana or other drugs, lack of balance, or swaying
- e) Theft or unauthorized use of UBI property, the property of other UBI students or UBI staff
- f) Unsafe or disorderly conduct, including actions resulting from voluntary intoxication, that interferes with class instruction, or other UBI activities, and/or threatens the safety of other students or UBI staff
- g) Unwanted sexual contact of any kind directed to other students or UBI staff, or threat of such contact, including physical abuse. Sexual contact shall be considered unwanted or without consent if no clear consent is freely given; if inflicted through force, or threat of force; or if inflicted upon a person who is unconscious or otherwise without the physical or mental capacity to consent
- h) Failure to comply with the terms of any sanction imposed in accordance with the UBI Student Catalog
- i) Violation of UBI, local, state, or federal laws and regulations. The school may also apply this code to student conduct, *regardless of where it occurs*, that adversely affects the overall mission, program, and functions of the school or the health, well-being, and safety of members of the community
- j) Discrimination in any manner on the basis of the basis of race, color, gender, sexual orientation, age, religion, disability, marital status, veteran's status, or national origin.

Conditions for Dismissal from UBI

UBI reserves the right to immediately dismiss any student who violates UBI's Student Code of Conduct. Students who have been dismissed due to a violation of the UBI Code of Student Conduct may reapply for class(es) after discussing a remedial plan for said violation with UBI's President. UBI reserves the right to refuse readmission to students who were dismissed for disciplinary reasons.

Bench Assignments and Partner Responsibilities

On specific days, partners may be randomly assigned to work together. UBI firmly believes in the concept of "team learning" as a valuable method for increased comprehension of the curriculum. Bench partners are considered a team, and as such their work cannot be considered completed until *both* partners have signed off. At the end of each day, each workbench must be restored to a completely clean and orderly state, with all tools put away, bench tops cleaned of all substances, and all personal possessions removed. Students are not cleared to depart until their workbench has been restored in this manner and the bench has been checked by an instructor.

Smoking, Eating and Drinking

In accordance with Oregon law, no tobacco use of any kind is permitted anywhere inside the building –and by UBI policy this includes chewing tobacco and "electronic" vaping pens. Outside smoking is only permitted in the designated smoking area. All tobacco waste products must be disposed of properly.

Drinks are allowed during lectures and hands-on sessions. Eating should be limited to official breaks. Students should avoid leaving their seats during presentations.

Classroom Dress

Much of UBI's instruction is hands-on, so UBI recommends wearing casual or work clothes in the classroom. Aprons are available to protect students' clothing from grease and oil. Every student will be provided with safety glasses at the start of class. No open-toed shoes are permitted in the classroom.

Cell Phones and Other Electronic Devices

Cell phones and other electronic devices are to have the volume **turned off** during class, including hands-on sessions. Phone calls should be limited to official breaks and lunchtime and should be handled outside of the classroom. The use of smartphones and other portable devices may be used for note taking and educational photos. Use of electronic devices is not permitted during exams. Use of portable music players during class is prohibited as this may interfere with an instructor warning the student about an unsafe situation. Students may make audio recordings of the classroom lectures if that aids in studying, provided that the recording device does not interfere with class. **Video recordings of classroom lectures and other classroom activities are not permitted at any time.**

Personal Postal Mail and Email

Postal mail will reach the student during their course at UBI if it is addressed as follows:

Student Name
c/o United Bicycle Institute
401 Williamson Way
Ashland, OR 97520-0128

Please note: UBI cannot be responsible for mail that arrives after the student has departed the school. Students should notify potential senders when the student's last day at the school will be. Students should not set US Postal Service mail forwarding to UBI's address.

UBI does not maintain email or web services for students. Wireless access is available for student use.

Personal Bicycles

Bicycles may be stored and/or locked in designated areas, but must be done so in a way that does not impede foot traffic, or block the doors. **Personal bikes are not allowed inside the classroom during regular class hours.** The only exceptions are during hands-on sessions in the Introduction to Bicycle Maintenance class, or during a *preauthorized* hands-on session if permission is granted by the instructor (ask the instructor if the bike is appropriate for the current topic), after which it must again be placed outside. There is plenty of time available in the after-hours sessions for personal repairs.

UBI Bicycles

UBI maintains a fleet of bicycles for use in the classroom. For safety reasons, UBI does not permit its classroom bicycles to be ridden at any time.

After-hours School Access

Certain mechanic classes may be granted after-hours access to the school facilities on designated evenings so students can study or review what was covered in class. If access is granted, the rules listed below must be understood and followed. Any violations of the rules may result in the after-hours access being revoked:

Use of the school outside of normal hours is a privilege that may be revoked at any time. Students must demonstrate a high level of respect for the school facilities and school property at all times. After hours activities must not interfere, in any way, with the regular operation of the class. To ensure this, students are not permitted to use the instructor work bench, tools, props, or other material from the lecture area, unless assigned to work in that area during normal class hands-on sessions. Without staff approval, students are not permitted to use any tools or procedures that have not yet

been covered during normal class hours. All signs posted around the facilities must be adhered to.

Unless otherwise stated, the after-hours access times are from 5:00 P.M. to 7:00 P.M. on the designated days for most weeks of instruction.

Only students attending the current class and UBI staff members are permitted inside the facilities after hours.

No power tools or cutting tools may be used after hours without the direct supervision of an instructor.

Pets

Pets are not permitted on UBI property.

UBI Graduate Services

Many UBI students attend the school to prepare for careers in the bicycle industry. UBI provides the following services at no cost for graduates seeking bicycle industry jobs:

Graduate Web Site

UBI maintains a password-protected area of the school's website for students. The Student Portal on UBI's website allows graduates the opportunity to update their address and other contact information, view grades, print transcripts, and request duplicate certificates, among other things.

Graduate-preferred Jobs Board and Notification Service

UBI maintains a job board on the main UBI website. Some employers prefer to hire UBI graduates which will be posted as a UBI graduate-preferred job on UBI's website.

Employer Referral Service

UBI is often contacted directly by employers who are looking to hire UBI graduates. Students may opt to be included on any list of recent graduates UBI sends to prospective employers.

Student Information Update, Photo Release & Policy Signature

1. Please update your personal information below – including the spelling of your name as you wish it to appear on any certificates you receive.

Name (as you wish it to appear on your certificate)

Address 1

Address 2

City

State/Province

Zip/Postal Code

Country

Phone Number

Email address

2. Photo Release -- Some photographs of you will be taken during this class and some of these images may be used in the public area of our web site, UBI brochures or UBI advertisements if permission is granted by you. Your right to privacy is our immediate concern. Therefore, please indicate below your permission status. We will respect your wishes with utmost sincerity.

- ☐ **Yes**, I grant UBI permission to use any image of me taken during this class.
☐ **No**, I do not grant permission to UBI to use any image of me.

3. Student Catalog and Policy Statement

- ☐ I have received a copy of the UBI Student Catalog and will abide by all the policies and procedures described in the Catalog.
- ☐ I have read and understand the UBI Code of Student Conduct on page 21 of the Student Catalog.
- ☐ I have read and understand my rights regarding access to my student records, and my right to file a grievance.
- ☐ I have received a copy of my tuition balance statement and agree with the statement's accounting of the fees and tuition I have paid.

Student Signature

Date

UBI Signature

Date